

Meeting Date: June 9, 2008

CSAC members present: Alisa Cour, John Dutt, Sue Klobertanz, Kathleen Lynch, Michael Mills, Jeremy Van Keuran, Vincent Woods

Others present: Shea Marshman

Notes prepared by: Shea Marshman **Date:** June 17, 2008

Topic	Discussion	Action/ Decision
Follow-up on customer service reports	John Dutt received reports from Commissioner Adams' office and OSD. Kathleen Lynch is still working on PPB and Vincent Woods is still working on Parks.	Follow-up with bureaus: Kathleen Lynch – Police Vincent Woods – Parks
Review progress for report to Council	<p>John Dutt used his narrative report to rate all of the bureaus on the summary chart. The chart will be sent out electronically so that all CSAC members can edit the chart. Bureaus who he felt had a particular effort worthy of highlighting in an executive summary report have been identified with an * and will be highlighted in the report. Bureaus are listed alphabetically.</p> <p>Sub-bureaus and divisions within larger bureaus are not listed unless they have provided stand alone customer service reports (i.e. Revenue Bureau). In the future, CSAC would like to gather this information, but they also recognize that this goal will be a work in progress. It was suggested that CSAC can note in the report that we would like more information in the future.</p> <p>John Dutt will try to get on the bureau directors' July meeting agenda. CSAC will tell the directors that the report is evaluating their customer service improvement efforts. It is not an evaluation of the quality of their customer service provision. CSAC's hope is that the scores will encourage directors to make improvements in the future.</p> <p>After the bureau directors have had two weeks to respond and provide more information, CSAC will present the report to Council.</p>	<p>Shea Marshman – email electronic version of summary chart to members</p> <p>John Dutt – email electronic version of narrative to members</p> <p>CSAC members – review and edit the summary chart and narrative</p> <p>CSAC members – draft statement to directors that includes due date for bureau responses</p> <p>Jeremy Van Keuren – arrange Council meeting</p>
AFSME representative	It was noted that we no longer have an AFSME representative on the CSAC as Michael Dehner is no longer serving in this capacity	
Next meeting	The next meeting is July 14. Continue efforts to develop report to Council.	